

Submit Building Application with Document Online

The City of Santa Clara – Building Inspection Office will offer online service starting July 27, 2011. The online services at <http://santaclaraca.gov/OnlinePermitandInspection> consist of simple permit, complex permit and inspection scheduling.

1. Create an online account

In order to use the City online services, you first need to create an online account by clicking the “Create an Account” button located on the left side of the screen. All fields with red text are required to be filled in. It should be noted that your new password must contain minimum of six (6) characters with at least one (1) number or special symbol.

The screenshot shows the 'Create an Account' page for the City of Santa Clara. The header features the city's name and a background image of a building under construction. On the left, a blue sidebar contains navigation links: 'Login Name:', 'Password:', 'Log me In', 'Forgot User Name', 'Forgot Password', 'Create an Account', and a list of links including 'Online Permit Home', 'Disclaimer', 'Permit Center', 'City Home Page', and 'Help Information'. The main content area contains a form with the following fields: 'User Name' (Contractor), 'Password' (6 dots), 'Confirm Password' (6 dots), 'Company Name', 'License No.', 'First Name' (John), 'Last Name' (Smith), 'Address' (1000 ABC St), 'City' (Santa Clara), 'State' (California), 'Zip Code' (95051), 'Primary Phone' (408-111-2222), 'Mobile Phone', 'FAX Phone', and 'Email Address' (dtran@santaclaraca.gov). A green 'Name Available' button is next to the User Name field. A red box highlights the 'Request Validation' checkbox, which is checked, with a note: 'To add existing permits to your account, staff must validate your registration.' Below the form is a 'Create New Account' button. A red callout box points to the 'Request Validation' checkbox with the text: 'REMEMBER TO CHECK "REQUEST VALIDATION" IF YOU WANT TO SCHEDULE INSPECTION FOR YOUR ACTIVE PERMIT WHICH WAS NOT APPLIED FOR ONLINE'.

CITY OF SANTA CLARA California

Login Name:
Password:
Log me In
[Forgot User Name](#)
[Forgot Password](#)
[Create an Account](#)

Login to access existing applications and permits, manage inspections, access plan review comments, or create additional permits and applications for your account.

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To create a new account for accessing your permit information online, please enter the following information and press the "Create New Account" button. **RED** are required values.

User Name: Contractor **Name Available**
Password: (min. of 6 characters with at least 1 number or special symbol)
Confirm Password:
Company Name:
License No.:
First Name: John
Last Name: Smith
Address: 1000 ABC St
City: Santa Clara
State: California
Zip Code: 95051
Primary Phone: 408-111-2222 (xxx-xxx-xxxx)
Mobile Phone: (xxx-xxx-xxxx)
FAX Phone: (xxx-xxx-xxxx)
Email Address: dtran@santaclaraca.gov

Request Validation: ☒ To add existing permits to your account, staff must validate your registration.

[Create New Account](#) **REMEMBER TO CHECK "REQUEST VALIDATION" IF YOU WANT TO SCHEDULE INSPECTION FOR YOUR ACTIVE PERMIT WHICH WAS NOT APPLIED FOR ONLINE**

If you want to schedule inspection for an active permit which was not applied for online, you need to check “Request validation” box.

After verification of your information, the City staff will validate your registration. An email will be sent to you notifying that you can add any permit, which was not applied for online, to your account. After adding the permit to your online account, you can schedule inspections for that permit online.

In case you forgot your user name or password, please click on “Forgot User Name” or “Forgot Password” button located on the left side of the screen to acquire your user name or temporary password.

Online Permit Center - Windows Internet Explorer provided by City of Santa Clara

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Login Name:
Password:

Log me In
[Forgot User Name](#)
[Forgot Password](#)
[Create an Account](#)
[Login to access](#)

Enter the email address associated with the account and then click "Send User Name". An email containing the user name will be sent to the email address if associated with a valid user name.

Account Email Address:

[Send User Name](#)

Online Permit Center - Windows Internet Explorer provided by City of Santa Clara

CITY OF SANTA CLARA California

Login Name:
Password:

Log me In
[Forgot User Name](#)
[Forgot Password](#)
[Create an Account](#)
[Login to access](#)

Enter the email address associated with the account and then click "Reset Password". An email will be sent to the email address with instructions on how to reset your password.

Account Email Address:

[Reset Password](#)

After log-in to your account you can update or modify your personal information by clicking “Update Profile” button located on the left side of the screen. You can also change your password by clicking “Change Password” button.

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Logged in as:
David Tran
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To update your account for accessing your permit information online, you can change the following information and press the "Update Account" button. RED are required values.

Company Name:

License No.:

First Name:

Last Name:

Address 1:

City:

State:

Zip Code:

Primary Phone: (xxx-xxx-xxxx)

Mobile Phone: (xxx-xxx-xxxx)

FAX Phone: (xxx-xxx-xxxx)

Email Address:

[Update Account](#)

2. Application with Design Document

The applicant will fill out the building application and submit the electronic plans and documents online. After the online application is accepted by our building permit staff and plan check fee paid, a Building Plan Check number (same as Building Permit number) will be issued to you. This number will be required to view the plan review comments and permit status online.

The submitted plans and documents will be reviewed by the appropriate department. Any comments about the project will be available online when you log in to your account. You can resubmit the revised plans and responses to plan check comments online using the same password and building plan check number.

After the plans are approved for permit issuance, a minimum of three (3) sets of final building plans with the stamps and signatures of the California licensed architects or engineers must be submitted to the Permit center with the permit fees. The permit staff will notify you by email regarding other required documents (if any) needed prior to permit issuance.

- a. Click the “Application w/ Docs” button on the sidebar to begin.
- b. Click “Continue” button at the bottom of the “Introduction” page to the “Begin Application” tab.
- c. Select “Applicant Type” such as applicant, architect, contractor, etc. and click “Continue” button at the bottom of the page to move to the “Property” tab.
- d. You need to enter the “Property Owner” information. Then use the “search by Address or Parcel #” tabs to locate the property that is related to your project. Once you have found the property, use the "Add" button on the property line to add it as the "Selected Property". You must select a property for the project.
- e. Click “Continue” button to move to “People” tab. On this page, you can add new people related to the project such as engineer, contractor, etc. and click “Save to Project” button to save people record in the list. It should be noted that you don’t need to add any new people record.
- f. Click “Continue” button to move to the “Project Info” tab. All fields with red text are required to be filled in. Also, please specify if the building is fully sprinkler and T24 energy review is required for the project.
- g. Click “Continue” button to “Declaration” tab. It should be noted that you will be required to complete Declaration statements at the Permit Center when picking up approved Permits.
- h. Click “Continue” button to move to the “Document” tab. You can submit all electronic plans and documents at this page as follows:
 - First, click on the “Add Documents to this permit” button. A new “Add Plan Review Documents” will be opened.
 - Click on the “Browse” button to choose files to upload
 - Select appropriate “Document Type” and type in description of uploaded files in the “Description” box.

- “Click Add Document” button. After document has been uploaded, you can add another document if applicable. After all required documents have been added, click the close button at the upper right corner of the “Add Plan Review Documents” screen to exit.
 - A message window appears stating that “Your documents have been uploaded.”
- Click “Continue” button to the “Review” tab and verify all information is being loaded correctly.
 - Save the application. This application will be listed in the "Open Applications" tab of your Account Home page with a status of "Awaiting Verification" indicating it is awaiting verification by City Staff.

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Application with Design Documents (Drawings, Calculations, etc.)

Introduction | Begin Application | **Property** | People | Project Info | Declarations | Documents | Review

Enter the following information about the owner of the property related to the Building Permit. Items marked in **RED** are required values.

Property Owner Name

First Name:

Last Name:

Address:

City:

State:

Zip Code:

Primary Phone: (xxx-xxx-xxxx)

Email Address:

Use the search by Address or Parcel # tabs below to locate the property that is related to your project. Once you have found the property, use the "Add" button on the property line to add it as the "Selected Property". You must select a property for the project.

If you cannot locate the address, please contact the Building Inspection Office at 615-2440.

Search by Address | Search by Parcel #

Street Number:

Street Name:

Find Properties (Click 'Find Properties' to the left and then Click 'Add' below to select property)

THEN, CLICK FIND PROPERTIES BUTTON

	Street #	Street Name	Unit	Parcel #
Add	200	SARATOGA AVE		294 01 011

CLICK ADD BUTTON TO SELECT THE PROPERTY

Selected Property

	Street #	Street Name	Unit	Parcel #
Delete	200	SARATOGA AVE		294 01 011

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Application with Design Documents (Drawings, Calculations, etc.)

[Introduction](#) [Begin Application](#) [Property](#) [People](#) [Project Info](#) [Declarations](#) [Documents](#) [Review](#)

This section contains a list of all the documents submitted with the application and a section for adding documents to the application. Please include all pertinent documentation, such as building plans, Title 24 energy calculations and forms, structural calculations, soils report, etc. at the time of application.

[Add Documents to this permit](#)

CLICK THIS BUTTON TO ADD PLANS OR DOCUMENTS

Document Name	Date	Description	Document Type	Delete

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[Continue >>>](#)

Add Documents

[Close](#)

Use the following field to enter the name of the document to be submitted with your application. You can use the "Browse" button to locate the document on your system and put the name and path of the document in the "Document Name" field. Once the document is entered in the "Document Name" field, click the "Add Document" button to add the document to the list of documents to be sent with your application.

Document Format: All documents must be in Adobe PDF (Portable Document Format) or Microsoft Word format when uploaded with your application.

Note: Uploaded documents will not show in the list until you exit this window, but have been uploaded when listed in the uploaded file list below.

Document Name: [Browse...](#)

Note: Only Adobe PDF and Word DOC files can be uploaded.

Document Type:

Description:

[Add Document](#)

Architecture and MEP drawings.pdf

Uploaded file list:

Upload complete. Click 'Add Document' for additional document. Click 'Close' to close the Add Documents window when finished adding all documents.

3. Application is reviewed by Permit Staff

The application is reviewed by permit staff for completeness and accurate information. The permit staff will verify the project information, people records and submitted document.

- a. If the application is complete, the permit staff will accept the application. An email will be sent to you notifying that the application is accepted. Also the status of the application in the "Open Applications" tab of your Account Home page will change from "Awaiting Verification" to "Payment Due".
- b. If the project information of the application is inaccurate or additional documents are required, the permit staff will send a comment to you. The status of the application in the "Open Applications" tab of your Account Home page will change from "Awaiting Verification" to "Hold for Info".
- c. If no response is received from the applicant for 30 days, the application will be deleted from the database. After acceptance of application but plan check fee is not paid within 30 days, application will also be deleted.**

4. Application Editing before check out

In the "Open Application" tab of your Account Home page, click the edit button in front of an application

- a. You can view the comment in the "Submission" comment tab.
- b. Select "Project Info" tab to edit the information as required and click "Save Project Info Changes" button located at the bottom of the page.
- c. Select "Document" tab to upload additional documents as required by the permit staff.
- d. Click on "Return to Account Home" button located on the "Review" Tab.

An email will be sent to the permit center notifying that the application was updated and waiting for review. The status of the application in the "Open Applications" tab of your Account Home page will change from "Hold for Info" to "Awaiting Verification". The application will be then reviewed by the permit staff again.

5. Checkout

You can pay the plan check fee for the application when it is accepted by the permit staff.

- a. The plan check fee of the submitted application has to be paid by clicking the "Checkout" button from the "Checkout" tab on the "Account Home".
- b. Select the items to be paid by clicking the small box in the "Pay" column and click "Continue" button.
- c. You can pay by credit card or delivered check.
- d. If "Pay by Credit Card" option is selected, click "Proceed to Payment" button to input your credit card information.
- e. If "Delivered Check" option is selected, check the acceptance box and click the process button.

After the payment is received, a Building Plan Check number (same as Building Permit number) will be emailed to you. This number will be required to view the plan review comments and permit status online. Also, the status of the application in the "Open Applications" tab of your Account Home page will change from "Payment Due" to "In Plan Review".

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Active Permits

Open Applications

Checkout

Open Applications

The Open Applications section contains all unissued building permits that have been applied for under your login account. To review information on your application, click the "Edit" button on the left side of the permit information line.

NOTE: To submit updated documents, click the "Edit" button at the front of the application line below and use the Documents tab to submit updated documents.

*Awaiting Verification - may take one business day for staff to verify completeness of application and document. Applicant will be notified by e-mail after verification. Then plan check fee has to be paid either online or by check to complete the application process.

	Application #	Status	Unpaid Fees	Address	Description
Edit	25316	Payment Due	\$148.95	200 SARATOGA AVE	Tenant Improve
Edit	BLD2011-22455	In Plan Review	\$37,411.33	800 CENTRAL EXPY	Tenant Improve
Edit	BLD2011-22501	In Plan Review	\$5,626.11	1500 WARBURTON AVE	Major Interior F

APPLICATION HAS BEEN ACCEPTED. THE STATUS IS CHANGED TO PAYMENT DUE. CLICK "Checkout" TAB TO PAY

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Summary

Please review the items to be paid for and select the "Pay" column for each item to be included in this payment. When all items to be paid are selected, click the "Continue" button below.

Total Fees Selected: \$ \$148.95

Pay	Type	Amount Due	Address	Description
<input checked="" type="checkbox"/>	25316	\$148.95	200 SARATOGA AVE	Tenant Improvement

<<< Account Home

Continue >>>

CHECK THIS BUTTON AND CLICK CONTINUE

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Please select the desired payment method below.

Note: The detail receipt and any permits will be emailed to the currently logged in user's email address. The summary receipt for credit card payments will be sent to the email address entered on the credit card payment screen.

☒ Pay by Credit / Debit Card☐ Deliver Check

Credit/Debit Card

Once you receive payment confirmation: your receipt will be generated, application(s) / permit(s) are added to the City system, emails sent, and then the receipt window will be displayed for your purchase.

After "Payment Confirmation" is received, wait for the Receipt window to be displayed (up to one minute.)

You have selected to purchase the following items:

Applications(s): 2

If this is correct, click the "Proceed to Payment" button below. If you want to change your selections, click the "Summary" tab above to return to the item selection screen.

[Proceed to Payment](#)

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Please select the desired payment method below.

Note: The detail receipt and any permits will be emailed to the currently logged in user's email address. The summary receipt for credit card payments will be sent to the email address entered on the credit card payment screen.

☐ Pay by Credit / Debit Card☒ Deliver Check

Deliver Check

You can submit your applications for processing and deliver a check to the Santa Clara Permit Center. Upon receipt of payment at the Permit Center, your permits and applications will be processed as paid within one business day.

Checks must be at the Permit Center within seven (7) days or the application will be removed.

To select this option, check the box below:

☒ I will deliver a check to the Permit Center to complete the submission of this application.**Total Amount of Check Due: \$** \$148.95[Submit Deliver Check Option](#)

6. Checking Plan Review Status Online

You can check the plan review status or download the plan review comments online by clicking the “Edit” button in front of the Building Plan Check number.

The screenshot displays the City of Santa Clara online portal. On the left is a navigation menu with options like 'Logged in as: David Tran', 'Log me Out', 'Account Home', 'Application w/Docs', 'Simple Permit', 'Inspection Request', 'Permit Home', 'Reports', 'Update Profile', 'Change Password', 'Disclaimer', 'Permit Center', 'City Home Page', and 'Help Information'. The main content area is titled 'Application with Design Documents (Drawings, Calculations, etc.)' and includes a sub-header 'Submission and plan review comments are available on the "Comments" tab and documents can be re-submitted on the "Documents" tab. To access the tab, click the desired tab title.' Below this are tabs for 'Comments', 'Documents', and 'Review'. The 'Comments' tab is active, showing a table of plan review comments. A red box labeled 'PLAN REVIEW STATUS' points to the 'Status' column. Below the comments table is a section titled 'Plan Review Comments and Documents' with a table of documents. A red box labeled 'CLICK THESE BUTTONS TO DOWNLOAD REDLINE DRAWINGS AND BUILDING PLAN CHECK COMMENTS' points to the 'Download' buttons in the document table.

Date	Review Type	Done By	Status	Plan Review Comments
May 13, 2011	606a BLDG REVIEW COMMENTS 608c BLDG PLAN REV SHORT	DTRA	FAIL	5/13/11: Upload Building Review Comments Online Electronic Plans in Tidemark Documents
May 12, 2011	612 PLANNING REVIEW 632 FIRE REVIEW 634 FIRE, CLEAR W/ COND	DHAN	DONE	Electronic Plans in Tidemark Documents Electronic Plans in Tidemark Documents Job card delivered to Building Permit Center
May 17, 2011	642 ENGR REVIEW 650 WATER REVIEW	HTHA	DONE	Site clearance required. //Electronic Plans in Tidemark Documents

Seq ID	Date	Document Type	Description	Document Name
22,952	May 12, 2011	Drawings	DWG-Building Redline Drawings	FIRST BUILDING REVIEW
23,379	May 17, 2011	Other Document	MISC-Bldg plan check comments	BLD2009-20572-COMDT

7. Re-submittal

In responding to the City’s comments, you can resubmit the revised plans and documents via online portal.

- Click “Edit” Button in front of the Building Plan Check number.
- Click “Document” tab and click “Add Resubmitted Document to This Application” to add resubmitted plans or response letter.
- The following descriptions for resubmitted files is recommended
 - Response to Bldg., Response to Fire, Response to Engineering, etc.** (Note: these are generally response letters to plan check comments.)
 - Resubmitted dwgs for electrical, Resubmitted dwgs for Bldg., Resubmitted calc., resubmitted Title 24, resubmitted dwgs for SVP etc.** (Note: if for all dept., just use resubmitted dwgs.)
 - Additional dwgs/document/calc. for Bldg., Fire, Planning, etc.**
- Remember to select the submitted plans and documents relating to which department.

An email will be sent to the permit staff that the revised plans and documents were re-submitted. Then, the permit staff will save these documents in the Tidemark case and notify the required plan reviewers regarding the re-submittal.

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Application with Design Documents (Drawings, Calculations, etc.)

Submission and plan review comments are available on the "Comments" tab and documents can be re-submitted on the "Documents" tab. To access the tab, click the desired tab title.

Comments Documents Review

This section contains a list of all the documents submitted with the application and allows for resubmitting documents for the application.

CLICK THIS BUTTON TO RESUBMIT THE REVISED PLANS OR RESPONSE LETTER

Add Resubmitted Documents to this application

Submitted Documents

	Seq ID	Date	Document Type	Description
Download	22,922	May 12, 2011	In Plan Review	DWG-Architectural and MEP Drawings
Download	23,380	May 17, 2011	In Plan Review	DWG-Resubmitted Dwgs to Building and Fire

Add Documents

Document Name: C:\Documents and Settings\dtran\Desktop\Stabucks-Resubmit Browse...

Note: Only Adobe PDF and Word DOC files can be uploaded.

Document Type: Drawings

Description: Resubmitted Dwgs to Building and Fire

Relates To: ☒ Building ☒ Fire ☐ Planning
☐ Silicon Valley Power ☐ Water and Sewer ☐ Engineering

Add Document

Uploaded file list:

REMEMBER TO CHECK THE DEPARTMENTS THAT RELATE TO THE RE-SUBMITTED FILE

ENTER DESCRIPTION OF THE RE-SUBMITTED FILE

8. Permit Issuance

After the plans are approved for permit issuance, a minimum of three (3) sets of final building plans with the stamps and signatures of the California licensed architects or engineers must be submitted to the Permit Center with the permit fees. Contractor will need to fill out declaration and license information and pay permit and other miscellaneous fees. The permit staff will notify you on the required items for permit issuance. The permit will be issued at the Permit Center.